
Emailing Relaying Setup – SureCloud Platform

The purpose of this document is to provide technical teams with the information required to setup the pre-requisites for SureCloud to in turn configure emailing relaying for that organisation's Platform instance.

Background

Without email relaying configured, platform email related material such as password resets, new user creation and task assignments will originate from 'support@surecloud.com' [SureCloud Support].

Once email relaying is configured this material, for that Platform instance will originate from the organisation's network. For example username@companydomain.com. We suggest a suitable email account name is chosen such as compliance@companydomain.com or grc@companydomain.com.

Configuration

In order to configure email relaying SureCloud requires the following details:-

- IP Address of email relaying server [For Example: 1.1.1.1]
- Port and Protocol for email relaying server [For example TCP/587 / SMTPS]
- Display Name to be used [For Example: SureCloud Platform]
- Username for the account [For Example: SurecloudPlatform@Domain.com]
- Password for the account [For Example: SecurePassword!999]

In addition to the above, SureCloud requires that the organisation permit the port to relay through (as per the above) along with the following four IP Addresses permitted inbound to the relay server.

- 146.177.29.144/32
- 146.177.31.42/32
- 146.177.46.100/32
- 146.177.46.101/32

Next Steps

Once the above information has been provided, the SureCloud team will configure, test and confirm everything is working as expected.

Should you require any further details or require any technical assistance please kindly contact the SureCloud Support team at support@surecloud.com or phone 01189 637999.